

DOCKET NUMBER: AUS920030527US1

**DECLARATION AND POWER OF ATTORNEY FOR  
PATENT APPLICATION**

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name;

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled

A SYSTEM FOR TRACKING DEFECTS IN RELEASED SOFTWARE PRODUCTS ANCILLARY TO CUSTOMER SERVICE INQUIRIES TELEPHONED TO CUSTOMER SERVICE CENTERS

the specification of which (check one)

X is attached hereto.

— was filed on \_\_\_\_\_  
as Application Serial No. \_\_\_\_\_  
and was amended on \_\_\_\_\_  
(if applicable)

I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims, as amended by any amendment referred to above.

I acknowledge the duty to disclose information which is material to the patentability of this application in accordance with Title 37, Code of Federal Regulations, §1.56.

I hereby claim foreign priority benefits under Title 35, United States Code, §119 of any foreign application(s) for patent or inventor's certificate listed below and have also identified below any foreign application for patent or inventor's certificate having a filing date before that of the application on which priority is claimed:

Prior Foreign Application(s):

Priority Claimed

\_\_\_\_ Yes \_\_\_\_ No  
(Number) (Country) (Day/Month/Year)

I hereby claim the benefit under Title 35, United States Code, §120 of any United States application(s) listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35, United

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States Code, §112, I acknowledge the duty to disclose information material to the patentability of this application as defined in Title 37, Code of Federal Regulations, §1.56 which occurred between the filing date of the prior application and the national or PCT international filing date of this application:

(Application Serial #)	(Filing Date)	(Status)
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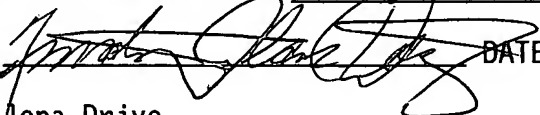
I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

POWER OF ATTORNEY: As a named inventor, I hereby appoint the following attorneys and/or agents to prosecute this application and transact all business in the Patent and Trademark Office connected therewith.

John W. Henderson, Jr., Reg. No. 26,907; Thomas E. Tyson, Reg. No. 28,543; Robert M. Carwell, Reg. No. 28,499; Jeffrey S. LaBaw, Reg. No. 31,633; Douglas H. Lefevre, Reg. No. 26,193; Casimer K. Salys, Reg. No. 28,900; David A. Mims, Reg. No. 32,708; Mark E. McBurney, Reg. No. 33,114; Volel Emile, Reg. No. 39,969; James H. Barksdale, Jr. Reg. No. 24,091; Anthony V. England, Reg. No. 35,129; Christopher A. Hughes, Reg. No. 26,914; Edward A. Pennington, Reg. No. 32,588; John E. Hoel, Reg. No. 26,279; Joseph C. Redmond, Jr., Reg. No. 18,753; Leslie A. Van Leeuwen, Reg. No. 42,196; Marilyn S. Dawkins, Reg. No. 31,140; Cynthia S. Byrd, Reg. No. 39,365; Diana L. Roberts, Reg. No. 36,654; Mark S. Walker, Reg. No. 30,699; and J. B. Kraft, Reg. No. 19,226.

Send correspondence to: Mark E. McBurney, International Business Machines Corporation, Intellectual Property Law Department, Internal Zip 4054, 11400 Burnet Road, Austin, Texas 78758 and direct all telephone calls to: Mark E. McBurney at (512) 823-1003.

FULL NAME OF SOLE OR FIRST INVENTOR: Timothy Alan Dietz

INVENTORS SIGNATURE:  DATE: 1/19/2004


RESIDENCE: 10004 Valona Drive  
Austin, Texas 78717

CITIZENSHIP: United States

POST OFFICE ADDRESS: 10004 Valona Drive  
Austin, Texas 78717

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FULL NAME OF SECOND INVENTOR: Marques Benjamin Quiller

INVENTORS SIGNATURE:  DATE: 1/19/04

RESIDENCE: 14320 Lemongrass Lane  
Pflugerville, Texas 78660

CITIZENSHIP: United States

POST OFFICE ADDRESS: 14320 Lemongrass Lane  
Pflugerville, Texas 78660